

Glenn Research Center, Occupational Health Programs Manual

Chapter 20 – MEDICAL SERVICES

NOTE: The current version of this Chapter is maintained and approved by the Safety, Health, and Environment Division (SHED). The creation date for this chapter was February 2007. If you are referencing paper copies, please verify that it is the most current version before use. The current version is maintained on the Glenn Research Center (GRC) intranet at <http://smad-ext.grc.nasa.gov/emo/pub/ohpm/ohpm-manual.pdf>. Approved by: Occupational Health Branch Chief Gayle Reid.

PURPOSE

This chapter establishes the NASA Glenn Research Medical Services Office within the Center Occupational Health Program. The program emphasizes a comprehensive Health Services Program to on site personnel and oversight is provided by the Occupational Health Branch.

APPLICABILITY

This chapter applies to all personnel at NASA Glenn Research Center at Lewis Field and Plum Brook Station included but not limited to civil servants, contractors, tenants and students.

The NASA Glenn Research Medical Services Office is located in Building 15. The Medical Services office is open from 8 a.m. to 11:30 a.m. and 12:30 p.m. to 4:00 p.m., Monday through Friday, excluding Government observed holidays.

The Occupational Medicine Program includes preventive medical care and emergency treatment. The Medical Services Office supports immunization requirements for worldwide travel and provides an annual voluntary immunization program for influenza. A counseling and referral program assists employees with emotional, drug, and/or alcohol-related problems.

DEFINITIONS: N/A

POLICY

It is the Glenn Research Center (GRC) policy to implement and manage the Occupational Health Program according to NASA policy, requirements, applicable laws, guidelines and regulations.

RESPONSIBILITIES

Medical Director

Responsible for the overall operation of all contractor related activities. The Medical Director serves as the Center Medical Review Officer.

Chief, Occupational Health Branch

Responsible for the Glenn Occupational Health Program by providing care for NASA employees and contractors who become acutely ill. Additional responsibility includes providing occupational and preventative health services to maintain and improve the health of NASA employees with a focus on the prevention, diagnosis, treatment and care of illness and injuries caused or aggravated by the work environment.

Senior Technical Lead Occupational Health

Responsible for the monitoring of the Medical Services contract to ensure compliance.

Occupational Health Programs

Emergency Services

Emergency treatment and first aid are rendered to any person employed at or visiting GRC. All of the healthcare staff is certified in Cardio-Pulmonary Resuscitation (CPR) and Advanced Cardiac Life Support. Civil Service employees sustaining an occupational injury or illness requiring evaluation or treatment beyond the capabilities of the Medical Services Office are promptly referred to a physician or specialist of the patient's choice. If needed, the patient will be transferred to a local hospital by ambulance.

On-site Contractor employees sustaining an occupational injury or illness requiring evaluation or treatment beyond the capabilities of the Medical Center are referred to that employees' company designated physician. If needed, the patient will be transferred to a local hospital by ambulance.

Walk-In Services

GRC Civil Service employees experiencing minor non-occupational illness or the consequences of a minor non-occupational injury during working hours may receive limited treatment. The intent of this service is to enable the employee to complete the work shift or provide relief for a condition for which the employee would reasonably be expected to seek the attention of his/her personal physician.

Employees should utilize their private physician for gynecological problems or in cases of a chronic illness. Prescriptions for blood pressure medication, cholesterol lowering medication, birth control or hormone therapy are not provided.

Other services provided include blood pressure checks and allergy injections which are available to all civil service and on-site contractor employees.

International Travel

For all civil service employees on job-related international travel, the Medical Services Office provides a travel kit consisting of a few over-the-counter medications, supplies for dressing a minor wound and information on common travel related illnesses including prevention and treatment. Certain recommended vaccinations are provided prior to travel. All employees on international travel must receive medical clearance from the Medical Director prior to travel. It is recommended that employees have regular yearly physicals at the Medical Center to avoid delays in the processing of travel orders.

Preventive Medicine

Annual voluntary health maintenance examinations are offered to all GRC civil service employees. These exams are thorough and allow sufficient time with the medical provider for discussion of the findings. A partial physical examination shall be provided each year and a complete physical every three years. The employee's increased knowledge of his/her medical condition often results in improved habits or lifestyle.

Monitoring Examination

Monitoring examinations are provided to GRC civil service and on-site contractor employees who work in areas where potential health hazards exist. The Occupational Health Branch staff works closely with the Medical Director to minimize employees' exposure to job hazards. For employees facing exposure or potential exposure to benzene, asbestos, ionizing radiation, toxic fumes and other respiratory hazards, laser beams, pesticides and/or herbicides, mercury, lead or noise, a complete examination is performed annually. The exposure history and the results of all laboratory and physical findings are reviewed with the employee. When evidence of an exposure is found, an Occupational Health Branch staff member inspects the employee's work place and recommends actions to ensure a safe and healthful operation.

Influenza Vaccinations

Influenza immunizations are offered on a voluntary basis to employees in the fall of each year before the flu season begins. Immunizations are provided in accordance with CDC guidelines and dates for the program are widely publicized. Immunizations may also be offered to contractors for a fee when supplies are available.

Health Education Program

The health education program at GRC focuses on an employee's health both at work and at home. There is a direct correlation between knowledge of good health practices and an employee's performance on the job. The annual examination remains the single best opportunity for health care education of the employee because it is directed to the employee's own situation. In addition to discussions between the employee and the physician and/or the employee and the nurse at the time of the annual examination, special group education efforts are offered. These efforts include information that relates to wide ranging health topics and are provided using NASA brochures, special announcements, newspaper articles and distribution of newsletters and pamphlets. Health education including exercise, hygiene, and personal habits is offered one-on-one at the Fitness Center. The Medical Center also provides speakers for employee meetings regarding specific health topics significant to each group. When concerns arise regarding a particular disease or toxic material, a physician, nurse or industrial hygienist will meet with a group, present factual information and answer questions.

Counseling and Referral Program

The GRC Employee Assistance Program (EAP) (under the auspices of the Occupational Health Branch) provides GRC civil service employees and their immediate families with short term counseling and referral assistance. Refer to [Chapter 14 Employee Assistance Program \(EAP\)](#) in the Occupational Health Branch Program Manual.

Medical Reports and Records

Medical Services Office prepares and maintains appropriate medical reports and records. Records are retired in accordance with the GRC disposal requirement. The GRC Medical Services Office adheres to the reporting and record-keeping requirements of the Occupational Safety and Health Act of 1970 Executive Order 11612, and the Health Insurance Portability and Accountability Act (HIPAA), as applicable.

Emergency Exercises and Special Missions

The Medical Services Office participates in the planning and execution of emergency exercises.

Special Events and Activities

Medical Services Office provides support services as required for the special GRC events and activities such as the Occupational Health Fair

REFERENCES

- GLDP 1800.2 Glenn Research Center Occupational Health Program
- NPD 1800.2B NASA Occupational Health Program
- NPD 1810.2B NASA Occupational Medicine Program

Safety and Mission Assurance Directorate ([SMAD](#))

Safety, Health, and Environmental Division ([SHED](#))

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